



DECEMBER 2014

# INFORMATIVE

➤ The quarterly bulletin of the North Wales Fire and Rescue Service

## AWARDS CEREMONY CELEBRATES STAFF AND COMMUNITY

Eleven Community Awards were presented by the Chief Fire Officer and Meirick Lloyd Davies, Chair of the Fire and Rescue Authority.

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The Authority is interested in hearing views on how to shape its services in forthcoming years...

## PROMOTING FIRE SAFETY ON OLDER PEOPLE'S DAY

Urging people to take responsibility for looking after their health and well being as they age.

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Warning residents of the potential dangers of electrical fires as one of the biggest causes of accidental house fires in the country.





# AWARDS CEREMONY CELEBRATES STAFF AND COMMUNITY COMMITMENT

**North Wales Fire and Rescue Service's Awards Ceremony was held at the Rhyl Community Fire Station in September to recognise and celebrate members of staff and the community who have worked hard to improve community safety in North Wales.**

**Eleven Community Awards were presented by the Chief Fire Officer and Meirick Lloyd Davies, Chair of the Fire and Rescue Authority.**

The winners were;

## **Outstanding Contribution by an Individual**

This award recognised a member of staff who regularly works above and beyond their normal duties.

This year three individuals won this category – Firefighters **Neil Shivlock** from Pwllheli, **Gary Price** from Colwyn Bay and **Stuart Evans** from Wrexham.

Neil set up the young firefighters branch at Pwllheli Fire Station. Stuart was recognised for his commitment to carry out home fire safety checks and Gary was awarded for his involvement with the Duke of Edinburgh Award at Colwyn Bay.

## **Outstanding Contribution to the Welsh Language**

This award was presented to a member of staff who has worked hard over the year to promote the Welsh Language.

The winner was **Osian Hywel** from the Training Department who recently assisted new recruits, who were non Welsh speakers, to learn Welsh during their course.

## **The Community Safety Partner Award**

This award recognises the work of partner agencies or public bodies who work in partnership with North Wales Fire and Rescue Service in their quest to deliver vital community safety messages.

This year the award was shared between two organisations – **CAIS** and **Cartrefi Cymudeol Gwynedd**. CAIS has formalised a procedure to refer their service users for a home fire safety check following a death in the community in 2011. Cartrefi Cymunedol

Gwynedd has set up a number of joint initiatives with North Wales Fire and Rescue Service over the last three years which have helped to reduce the number of incidents in their properties.

## **Employer of the Year Award**

The Employer of the Year Award was in recognition of a local employer who regularly releases staff to carry out fire fighting duties in the community.

This year's winner was **Mr Gareth Roberts** who is the proprietor of Castle Bakery in Beaumaris. Mr Roberts has allowed one of his employees to be released for fire calls over the last 13 years. At times, this has had an impact on production at the bakery.



### Station of the Year

This award is for the fire station that has carried out notable work during the last 12 months.

This year the award was presented to **Rhyl Community Fire Station**. Staff assisted in setting up a 'one stop shop' at the station for those evacuated from their homes during the floods in December 2013.

### Young Person of the Year

This award is for a young person who has demonstrated commitment in any activity with the Service during the last year.

The winner was **Jasmyn Humphries** who is currently on a twelve months apprentice scheme with the Service. Jasmyn undertook a project with the charity 'Fixers' and used her own experience to improve road safety in the community. She produced a DVD and visited schools in Wrexham to talk about their experience and the importance of road safety.

### The Safest Community Award

The Safest Community Award is presented to an individual who has provided an unparalleled commitment to the Fire and Rescue Service in North Wales for the length of service as a member of the retained duty system.

The award went to Watch Manager **Mark Fishwick** from St Asaph Fire Station for 34 years of service.

### Learner of the Year

The Learner of the Year Award was presented to an individual who has shown commitment and determination towards learning Welsh.

The winner was **John Dowling** From Pwllheli Fire Station. John started to learn Welsh when his daughters were very young and he now speaks Welsh fluently every day in the community and at the fire station.



### Outstanding Contribution to a charity

This award is presented to a person or a team who has worked tirelessly throughout the year to raise money, and has given up large amounts of their own time so as to benefit others.

This year's winners were **Celfyn Evans, Keith Williams, Tim Lloyd and Andrew Craig**. The four members of staff who are based in Caernarfon are among a group of local people who recently came together to set up a new charity called 'Gafael Llaw' to support children and young people with cancer.

### Staff Suggestion Scheme

The staff suggestion scheme provides an opportunity for staff to suggest new ideas or initiatives that will improve the way in which the service can be delivered more efficiently or effectively.

This year there were two winners – **Helen Angel** and **Amanda Ripley** who work at the Joint Communication Centre in St Asaph. Helen's suggestion was to improve the baby changing facility at Rhyl Community Fire Station.

Amanda's suggestion was to have a better, more cost effective, way of upgrading smoke alarms.



### Innovation Award

This award was for a person who identified a new idea that has made a valuable contribution to the Service. This year there were two winners. **Paul Williams**, Home Safety Support Worker based at South Gwynedd and **Steve Morris** from the IT department.

Paul instigated two innovative partnerships. The first with a local hairdressing salon which promotes fire safety and collects home fire safety check referrals. The second was working in partnership with the local Community Support Officer to carry out joint visits.

Steve implemented changes on the IT network to improve business continuity arrangements. He often resolves complex technical faults and recently carried out research and training to implement systems developments within the Service.

### Nine Long Service and Good Conduct Medals were also presented to members of staff by the Lord Lieutenant of Gwynedd, Mr Edmund Seymour Bailey.

This medal is awarded to firefighters by Her Majesty's Representative in recognition of 20 years service.

The recipients were:

- **Chris Nott**
- **Jennifer Ellis**
- **Harvey Campbell**
- **Ricky Morris**
- **Shaun Miller**
- **Richard Clutton**
- **Amanda Jane**
- **Mark Lawrence**
- **David Jones**



1. Simon Smith and Jasmyn Humphries, 2. Simon Smith and Clive Wolfendale, 3. Garaint Hughes 4. John Dowling, 5. Long Service Recipients

# THREE WELSH FIRE AND RESCUE SERVICES CELEBRATE CONTINUOUS IMPROVEMENT WIN

**A collaborative initiative steered by the three Welsh Fire and Rescue Authorities and Services has been recognised for its outstanding change and leadership at the inaugural All Wales Continuous Improvement Community National Conference 2014 in November.**

The National Issues Committee (NIC) which comprises representatives from all three fire and rescue services was shortlisted along with Monmouthshire and Pembrokeshire County Councils' Children's Services.

Professor Catherine Farrell, from the University of South Wales presented the NIC with the 'Outstanding Change Leadership' award which recognises exceptional collaborative work with regards to excellence in leadership, demonstrating vision and strategic leadership.

Councillor Tudor Davies, Chair of the NIC, accompanied by Assistant Chief Fire Officers Richard Fairhead of North Wales Fire and Rescue Service, Derek Masson of Mid and West Wales Fire and Rescue Service and the NIC Programme Coordinator Christian Hadfield received the award on behalf of the three Welsh Services.

Richard Fairhead said:

*"We are delighted to receive this award for the work of the NIC. All three fire and rescue services in Wales have one common objective which is at the heart of everything we do – to work together for a safer Wales and we will continue to work in partnership to deliver the best service that we can to the public across Wales."*

The All Wales Continuous Improvement Community National Conference

celebrated the significant amount of continuous improvement which takes place within public sector organisations across Wales. The event highlighted that a vast array of innovative and creative methodologies are being used to improve the services delivered to our communities across Wales on a daily basis.

For more information about the National Issues Committee visit [www.nicwalesfire.org.uk](http://www.nicwalesfire.org.uk)



## PROMOTING FIRE SAFETY ON OLDER PEOPLE'S DAY

**North Wales Fire and Rescue Service took part in an on Older People's Day 2014 initiative in October aimed at urging people to take responsibility for looking after their health and well being as they age.**

Statistics show that the risk of dying in a fire for those aged 65 and over is more than twice as high as the average risk for all ages. This is of even greater concern with an ageing population – where 23% of the UK are predicted be aged 65 and over by 2035.

Although older people are at greater risk from fire there are a few simple precautions they can take to make sure they are as safe as possible.

Staff from the Service attended a variety of events to promote fire safety for older people including the 'Five ways to wellbeing' event in Connah's Quay, and a presentation to a group of older people in Rhyl.



Dave Roberts, Partnership Manager for Flintshire and Wrexham said:

*"Older people are one of the groups that we as a Service as trying to target, therefore the 'Five ways to wellbeing' is a great event for us to attend. Visitors to the event were able to get a range of advice from a number of different agencies. It was also a chance to promote our free home fire safety checks where a member of the fire and rescue service will visit homes to discuss fire safety and install smoke alarms where necessary."*





# HAVE YOUR SAY ON THE FUTURE OF YOUR FIRE AND RESCUE SERVICE "YOUR SERVICES, YOUR CHOICES"

North Wales Fire and Rescue Authority launched a public consultation on the level of fire and rescue services in North Wales in October.

The Authority is interested in hearing views on how to shape its services in forthcoming years and is encouraging people to get involved in helping to plan the fire and rescue services that are provided in North Wales.

Whilst being committed to making North Wales a safer place to live, work and visit the Authority recognises that financial pressures on public services mean that difficult decisions are having to be made about how to continue to meet demand with dwindling budgets.

It is therefore keen to hear people's views on providing affordable services in North Wales. It continually reviews and improves the services it provides, and as part of an annual planning process it invites everyone to share their views and opinions on its proposed priorities. This is an important consultation that presents three options – which would you support? Alternatively, you may have a better suggestion for providing affordable fire and rescue services in North Wales?

Councillor Meirick Lloyd Davies, Chair of the Fire and Rescue Authority, said:

*"The questions we are asking as part of this consultation are to do with how we can ensure we provide the best service possible with the money we have available to us."*

*"The more people get involved, the better our prospects of achieving the right balance of services we provide. The more opinions we receive, the more we can be confident that the detailed action plans we develop will deliver exactly what the people of North Wales want."*

To find out more about getting involved log on to the website [www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk)

To complete the questionnaire go to <http://goo.gl/6JGFzE>. Responses must be forwarded by the 9th January 2015.

The Authority will consider its future plans in light of the responses received and publish the final 2015-16 Improvement Plan on the Authority's website by 31st March 2015.



# PROMOTING FIRE SAFETY AS PART OF ELECTRICAL FIRE SAFETY WEEK

Staff from North Wales Fire and Rescue Service were out in the community warning residents of the potential dangers of electrical fires as one of the biggest causes of accidental house fires in the country during Electrical Safety Week in November.

To coincide with the nationwide campaign, staff visited shopping locations across North Wales to talk to residents about electrical fire safety and raise awareness of the dangers.

Gary Brandrick, Senior Fire Safety Manager for North Wales Fire and Rescue Service, explained:

*"We attend around 470 accidental fires in dwellings each year and electricity or electrical items are responsible for around 300 of these fires."*

*"Electrical fires present a real risk to homeowners, often resulting in significant damage to property and sometimes with the most tragic consequences. Whilst remaining subject to a Coroner's Inquest, the investigations into the double fatality in Llanrwst recently determined the fire was most likely to have started in a tumble dryer."*

*"Last year, 112 of such fires were due to electrical faults - but the majority of electrical fires are caused by misuse of the electrical items. It's important to operate appliances according to the manufacturers' instructions and to check electrical items and leads for signs of damage or wear. So many residents use old or dangerous electrical items and overload their sockets, causing a potentially fatal fire risk."*

*"Smoke alarms are the single most effective step that anyone can take to protect themselves from fire in the home - yet it is still a fact that around 20% of incidents we are called to reveal homes that do not have a working smoke alarm."*

*"Electrical fires can happen to anyone, anywhere so our advice is to get prepared and stay safe - make sure you have a working smoke alarm and make a conscious effort to take extra care with electrical items."*

*"And why not give our 'ampage' calculator on our website and Facebook page a go - it tells you if you are overloading your sockets and helps you to stay electrically safe."*

For advice on electrical fire safety and to try out our ampage calculator to tot up your appliances, please visit [www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk) or [www.facebook/northwalesfireservice](https://www.facebook.com/northwalesfireservice)

For a free home fire safety check, where new smoke alarms will be fitted where needed totally free of charge, please call the 24 hour hotline on **0800 169 1243**, email [cfs@nwales-fireservice.org.uk](mailto:cfs@nwales-fireservice.org.uk), visit [www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk) or text or text **88365**, prefixing the message with the word HFSC.





# HIGHLIGHTING THE BENEFITS OF SPEAKING WELSH TO YOUNG FAMILIES

**Young children from Rhyl and the surrounding areas were welcomed to Rhyl Community Fire Station in November for a fun filled day of activities all aimed at encouraging speaking Welsh.**

North Wales Fire and Rescue joined with Twf, Mudiad Meithrin and Menter Iaith Sir Ddinbych to host a day of activities which included crafts, story time, visits from their favourite characters Peppa Pig and Dewin and a tour of the Rhyl Fire Station, all through the medium of Welsh.

Nici Sion, Translator and Welsh Language Officer for North Wales Fire and Rescue Service, said:

*“As a Service we continuously promote the Welsh Language and by hosting this event at Rhyl Fire Station we were able to demonstrate to the visitors that our staff are bilingual and the benefits of learning Welsh when you are looking for work. This was the second year we held this event and again this year it was a great success with hundreds of children visiting us during the day.”*

Elin Jones, Twf’s Field Officer for North Denbighshire, said:

*“We were delighted to be able to take part in an event like this with the support of the Fire and Rescue Service.*

*“If you are a parent or parent-to-be it is important to consider what languages you want to introduce to your child. Choosing and making an early decision to introduce Welsh is an important one – for parents, for the child and for the whole family. The best advice is to start as soon as possible and to take advantage of the support that is available locally. There are so many advantages to being able to speak more than one language – Welsh opens doors and provides more opportunities in the workplace”*



## COOKING SAFELY COMPETITION WINNER ANNOUNCED

**Wendy Murray from Rhuddlan was thrilled to be presented with £100 worth of supermarket vouchers after being picked at random as the lucky winner in our recent ‘We Don’t Want to Come Dine with You!’ cooking safety campaign.**

Over half of all accidental fires in North Wales are caused by cooking which makes it an important issue to tackle.

The campaign saw staff visiting supermarkets across Denbighshire and undertaking quizzes with shoppers – rewarding those taking part with a free cooking timer.

Residents can take part in the quiz online at [www.facebook.com/Northwalesfireservice](http://www.facebook.com/Northwalesfireservice) for a chance to win £100 in vouchers and staff will be visiting supermarkets in Ynys Môn this month.



# PARTNERSHIP WORKING TO HELP KEEP GWYNEDD RESIDENTS SAFE AND WARM

A local heating fuel merchant in South Gwynedd has joined forces with North Wales Fire and Rescue Service staff to help ensure his customers are kept warm and safe this winter.

Corris based Huw Thomas of J H Jones and Sons (Barmouth Calor Centre) Ltd has joined forces with local firefighters in a bid to help residents realise the importance of keeping safe from fire in the home. He will be delivering special 'Keep safe this winter' leaflets, detailing the importance of working smoke alarms and basic fire safety rules to more than 1,000 customers as he delivers heating fuels to their homes over the winter months.

Huw, who runs the family owned business with his father Gareth and wife Rachel, explained:

*"Many of our customers live in remote areas, quite far from their local fire station – so it's important that they have an early warning should the worst happen and a fire breaks out in their home. We want to keep our customers warm but as a family run business we're also concerned with their safety – and letting them know about the free smoke alarms fitted by the fire and rescue service as well as giving them useful advice on how to stay safe seems a great way to do this."*

The partnership developed after John Paul Williams, Home Safety Support Worker for North Wales Fire and Rescue Service approached Huw to ask about the possibility of working together to help get vital safety information out into the community.

Paul explained:

*"Huw's company delivers fuel across South Gwynedd, often to very remote properties. We want all residents to be safe and take advantage of our free home fire safety checks –and getting the information out into our rural communities about this potentially life saving service is vital. The booklets also feature advice on safety in the home which can help fires from breaking out. We're very grateful to Huw and the company for agreeing to work in partnership on this initiative."*

Huw added:

*"We're proud to be working with North Wales Fire and Rescue Service to keep our customers as safe as possible, and look forward to working in partnership in the future."*



WISHING YOU A SAFE AND  
HAPPY CHRISTMAS FROM ALL  
THE STAFF AT NORTH WALES  
FIRE AND RESCUE SERVICE

